SENIORS PROGRAMS AND SERVICES

Seniors Programs and Services

INFORMATION GUIDE

2005–2006

Alberta
Seniors and
Community Supports

For more information about seniors programs and services, please call:

Alberta Seniors and Community Supports
Toll-free: 1-800-642-3853
(or in the Edmonton area: 427-7876)

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Message from the Minister

As the Minister of Alberta Seniors and Community Supports, I am pleased to provide you with the 2005/2006 edition of the Seniors Programs and Services Information Guide—a detailed, easy-to-read source of information for seniors in Alberta.

As we celebrate our provincial centennial in 2005, the contributions of seniors can be seen across Alberta. Many of today's seniors taught in Alberta's early schools, formed the first businesses, built our roads and established our communities. Through their hard work—past and present—seniors have given so much to make Alberta a great place to live.

Over the past decade, Alberta has created some of the most generous seniors programs in the country. Our benefits focus on those seniors who need assistance the most, and at the same time, we offer some programs to all Albertans over 65.

We also work to provide seniors with information on the programs and services available to them. Publications like this information guide, the toll-free Seniors Information Line and the ministry's website are great tools to learn more about the many resources for older Albertans.

I hope this guide includes the information you and many other seniors need to fully enjoy the quality of life you have helped create in Alberta.

Yvonne Fritz
Minister
Alberta Seniors and Community Supports

Income Support Programs

PROVINCIAL GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

new! Dental Assistance for Seniors

The Dental Assistance for Seniors program pays for up to $5,000 of basic dental work every five years.

To qualify, you must:

- be 65 years of age or older
- live in Alberta for at least three months before applying
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant)

The amount of coverage you will receive is based on income. Most single seniors with a total annual income less than $30,310 will qualify for this program. Most senior couples with a total combined annual income less than $60,620 will also qualify.

Seniors who have previously applied for the Alberta Seniors Benefit or Optical Assistance for Seniors program are automatically enrolled in this program and do not need to apply. All other seniors will need to apply for the Dental Assistance for Seniors Program to determine eligibility.

new! Optical Assistance for Seniors

The Optical Assistance for Seniors program reimburses seniors up to $230 every three years for prescription eyeglasses.

To qualify, you must:

- be 65 years of age or older
- live in Alberta for at least three months before applying
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant)

The amount of coverage you will receive is based on income. Most single seniors with a total annual income less than $30,310 will qualify for this program. Most senior couples with a total combined annual income less than $60,620 will also qualify.

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Seniors who have previously applied for the Alberta Seniors Benefit or Dental Assistance for Seniors programs are automatically enrolled in this program and only need to provide a photocopy of a valid optical receipt to be considered for benefits. This receipt can be mailed to the address at the bottom of this page. Please ensure your Personal Health Number and name are clearly shown on the receipt. All other seniors will need to apply for the Optical Assistance for Seniors Program to determine eligibility.

new! Education Property Tax Assistance for Seniors

The Education Property Tax Assistance for Seniors program provides an annual rebate to senior homeowners to cover the year-to-year increase in the education portion of their property taxes.

If a senior was 65 in 2005 or earlier, the program will provide an annual rebate per household to cover increases in the education portion of their property taxes using the 2004 education tax amount as the baseline. For people who will turn 65 after 2005, the program will use the year before they turned 65 as their baseline.

To qualify, you must:

- be 65 years of age or older
- be an Alberta resident
- own a residential property in Alberta
- have had an increase in the education portion of your property taxes

Applying

If you have already applied to the Alberta Seniors Benefit program as a homeowner, and you live in one of the areas below, you are automatically enrolled in the program. You do not need to apply and you will receive a rebate automatically.

- Edmonton
- Calgary
- Lethbridge
- Medicine Hat
- St. Albert
- Red Deer
- Camrose
- Beaumont

If you live elsewhere in the province and have applied to the Alberta Seniors Benefit program as a homeowner, you do not need to apply. Rebates are mailed in the summer after the property tax notices have been issued.

If you have not applied to the Alberta Seniors Benefit program, you need to apply.

For further information, or to get an application form for the Dental Assistance for Seniors, Optical Assistance for Seniors, or Education Property Tax Assistance for Seniors programs, contact Alberta Seniors and Community Supports at:

PO Box 3100, Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-800-642-3853
In Edmonton: **(780) 427-7876**
Website: **www.seniors.gov.ab.ca**

Alberta Seniors Benefit (ASB)

The Alberta Seniors Benefit program is based on income and provides a monthly cash benefit to eligible seniors. To be considered for the program, you must complete an application form.

General Eligibility Requirements

To be eligible for the ASB you must:

- be 65 years of age or older
- be an Alberta resident for at least three months immediately before applying
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrants)
- have income within the limits allowed by the program

Cash Benefit

The annual cash benefit is determined by four factors:

- the type of accommodation you live in
- your marital/cohabitation status
- your income (combined with the income of your spouse/adult interdependent partner)
- whether you are eligible for the federal Old Age Security pension

It is important that you notify the program whenever your personal information changes.

To ensure that a cash benefit is paid to those seniors most in need, the ASB program is based on income. The lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

If your annual income level changes, the level of your cash benefit in the following benefit year will also change.

In general, a single senior with income of $21,350 or less, and senior couples with combined income of $33,900 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since the source and composition of income will vary from one individual to another, please see the *Alberta Seniors Benefit Information Booklet* for more information. You can also visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca**

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Maximum Cash Benefit Available

Accommodation and Marital/Cohabitation Status	Maximum Annual Cash Benefit
Homeowner/Renter/Lodge Resident	
Single senior	$ 2,880
Senior couple	$ 4,320
Long-Term Care Resident*	
Single senior	$ 7,335
Senior couple	$ 8,775
Other Residence Categories**	
Single senior	$ 1,860
Senior couple	$ 3,720

The Alberta Seniors Benefit cash benefit is paid on a monthly basis.

* *Where one partner lives in a long-term care facility and the other lives in the community.*
** *Eg. Living with family members.*

Program Cycle

The benefit year of the ASB program is 12 months, starting July 1 of the current year and ending June 30 of the following year. The program normally bases your cash benefit for the current program year on your income for the prior calendar year. An exception is made when applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine your eligibility.

You only need to apply once for the ASB program. You should receive an application package in the mail by your 65th birthday.

Your application package will contain instructions for completing the forms and information on what you need to include with the completed application. For more information, contact Alberta Seniors and Community Supports at:

Alberta Seniors Benefit
PO Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-800-642-3853
In Edmonton: **(780) 427-7876**
Website: **www.seniors.gov.ab.ca**

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program is based on income and provides a lump-sum cash payment to eligible lower-income seniors. Under this program, seniors who are facing financial difficulty in paying extraordinary, one-time expenses and who have no other resources to draw on can apply for financial assistance. The amount funded depends on income level and the type of expense.

Eligibility

To be eligible for the Special Needs Assistance for Seniors program, you must:

- be 65 years of age or older
- have lived in Alberta for at least three months before applying
- have completed an application for the Alberta Seniors Benefit program
- be eligible for a cash benefit from the Alberta Seniors Benefit program
- have submitted a complete Special Needs Assistance for Seniors application form
- show you are unable to pay for your unexpected or extraordinary expenses

Generally, seniors who are receiving a cash benefit from the Alberta Seniors Benefit program may receive a special needs benefit.

Available Assistance

In any given benefit year, you can apply for a benefit of up to $5,000. A benefit year runs from July 1 of one year to June 30 of the following year.

Assistance is available for allowable special needs such as appliances, certain medical expenses, and the cost of minor home repairs. Effective April 1, 2005, the Special Needs Assistance for Seniors program no longer funds dental and optical expenses. These expenses are funded through the Dental Assistance for Seniors and Optical Assistance for Seniors programs.

Special Needs Assistance for Seniors is a program of last resort. All other sources of funding must be utilized prior to applying to the Special Needs Assistance for Seniors program. Below are a few examples of provincial and federal government programs that offer assistance.

- federal income security programs - Old Age Security/Guaranteed Income Supplement/Allowance/Allowance for the Survivor, see page 14 for more information
- medical supplies/hearing aids - Alberta Aids to Daily Living, see pages 31-33 for more information

continued next page...

- home repair programs - Residential Rehabilitation Assistance program (RRAP), Home Adaptations for Seniors Independence (HASI), see pages 19-20 for more information
- diabetic supplies - Alberta Monitoring for Health program, see page 45 for more information
- home support programs - Home Care, see page 40 for more information

These are just a few of the programs and services that are described in this guide. Before applying to the Special Needs Assistance for Seniors program, please check all of the federal and provincial benefits available.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is based on income to ensure that assistance goes to those seniors most in need.

How to Apply

If you have used all other sources of funding and continue to have financial difficulties, you can apply to the program by submitting a complete Special Needs Assistance for Seniors application form. If you have not already done so, you will be asked to first submit an Alberta Seniors Benefit application form. If you are approved for benefits from the Alberta Seniors Benefit program, and you meet all the Special Needs Assistance for Seniors program eligibility requirements, you may then apply to the Special Needs Assistance for Seniors program.

Further Information

If you would like more information on the Special Needs Assistance for Seniors program, contact Alberta Seniors and Community Supports at:

Special Needs Assistance for Seniors
PO Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-800-642-3853
In Edmonton: **(780) 427-7876**
Website: **www.seniors.gov.ab.ca**

Income Programs for Non-Seniors

Alberta Human Resources and Employment assists non-seniors who have little or no income, or those with special circumstances by providing Alberta Works Income Support. Income Support is a program of last resort that provides financial and health benefits, and training to Albertans who do not have the means to support themselves. Assets and income are taken into account in determining eligibility and benefit level.

Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension Plan benefits are unlikely to be eligible for assistance from this program. For more information on Income Support, visit the Alberta Human Resources and Employment website at **www.gov.ab.ca/hre** or call the Alberta Works Contact Centre toll-free at **1-866-644-5135**.

Assured Income for the Severely Handicapped

Alberta Seniors and Community Supports offers the Assured Income for the Severely Handicapped (AISH) program. This program provides financial and health benefits to adults with a permanent and severe disability who are unable to support themselves. Assets, income, age and residency are also taken into account in determining eligibility and benefit levels. Applicants receiving an Old Age Security pension are not eligible to receive AISH. For more information about AISH, contact:

Toll-free anywhere in Alberta:
1-866-644-5135
In Edmonton: **(780) 644-5135**
Website: **www.seniors.gov.ab.ca**

FEDERAL GOVERNMENT PROGRAMS

The Government of Canada administers the Income Security Programs (ISP), which include the Canada Pension Plan, Old Age Security benefits, Guarenteed Income Supplement and Allowance Benefits.

You may telephone the **ISP Call Centre** to:

- obtain information about benefits
- change your address
- request income tax deductions from benefits
- obtain application forms
- notify ISP of changes that may affect your entitlement to benefits
- make an appointment

In all areas of the province, call toll-free:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY device only: **1-800-255-4786**
Hours of Operation:
8:30 a.m.– 4:30 p.m.
Website: **www.sdc.gc.ca**

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Old Age Security Pension (OAS)

To be eligible for the federal Old Age Security pension, you must:

- be at least age 65 (you do not have to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement is available to seniors who receive the Old Age Security pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you would receive depends on:

- marital status
- total family income in the previous calendar year; if you are married or living common-law, the income of your spouse or common-law partner is included

The GIS is added to the federal Old Age Security cheque each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or partner of a senior receiving the Guaranteed Income Supplement. To be eligible you must:

- be age 60 through 64
- have lived a minimum of 10 years in Canada after the age of 18

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 to 64 and could continue until the age of 65.

The Allowance for the Survivor is available to a widow or widower of a legal marriage or common-law partnership who has little or no other income and who is between the ages of 60 to 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year.

An application must be submitted to receive this benefit. To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. Your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file income tax, a renewal form must be completed.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different Canada Pension Plan benefits. Application forms are available at any Income Security Programs office, by calling the ISP Call Centre or visiting the website. See page 13 for contact information.

Retirement Pension

You may be eligible for a retirement pension if you have paid into CPP for at least one year. You may start receiving your CPP retirement pension as early as age 60, at a reduced rate, providing you have ceased or substantially ceased working. If possible, submit your application six months before you want the pension to begin.

A spouse or common-law partner, in an ongoing relationship, can apply to share CPP retirement pension payments. Even if only one of you has been a contributor to the CPP, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any CPP retirement pension for which you may be entitled.

Once you begin receiving your retirement pension you can no longer contribute to the CPP if you return to work. You should inform your employer, who should discontinue CPP contributions.

Disability Benefits

The Canada Pension Plan pays a monthly benefit to people who:

- are under the age of 65
- have contributed to CPP
- are disabled according to Canada Pension Plan legislation

The **Disabled Contributor's Child Benefit** is a monthly benefit for dependent children of a disabled contributor.

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Survivor Benefits

There are three types of survivor benefits.

The **death benefit** is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.

The **survivor pension** is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

The **surviving child benefit** is a monthly benefit for dependent children of a deceased contributor.

Child Rearing Dropout Provision

Months of low or zero earnings spent caring for your child under the age of seven, born after December 31, 1958, may be excluded from the calculation of your pension. This ensures that reduced earnings during the first seven years of your child's life do not result in lower pension benefits in the future.

Credit Splitting (after divorce or separation)

When a legal marriage or common-law partnership ends in divorce or separation, Canada Pension Plan credits may be divided. Your divorce or separation must have occurred after January 1, 1987 and you must have been separated for at least one year.

Housing

ALBERTA GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

Seniors Lodge Program

The Seniors Lodge program offers single or double bedrooms, meals, housekeeping, linen/laundry and recreational services.

Seniors who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Applicants may need to meet local community residency requirements.

The local management body sets lodge rates and administers the lodges. To protect lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income after lodge accommodation costs.

Seniors Self-Contained Housing

The Seniors Self-Contained Housing program provides affordable apartments for low-income seniors who cannot afford private sector accommodation.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Community residency requirements may be in place. Rent is based on 30 per cent of a household's adjusted income.

For further information about the Seniors Lodge program or Seniors Self-Contained Housing, write to:

Alberta Seniors
and Community Supports
Housing Services Division
PO Box 927
Edmonton, AB T5J 2L8
Website: **www.seniors.gov.ab.ca**

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Your local management body has detailed information about lodges and self-contained living in your area. For assistance contacting a management body, please call:

Alberta Seniors
and Community Supports
Toll-free anywhere in Alberta:
1-800-642-3853
In Edmonton: **(780) 427-7876**
Website: **www.seniors.gov.ab.ca**

Home Adaptation Program

Homeowners and tenants may apply to receive a provincial government grant to assist with wheelchair modifications that improve access, facilitate movement, and significantly contribute to the safety and security of the wheelchair user. If total household income for the previous calendar year was less than $27,000, a homeowner or tenant may be eligible for a grant of up to $5,000. If total household income was between $27,001 and $32,000, the grant is up to $2,500.

An eligible homeowner or tenant must:

- require the use of a wheelchair on a continuing basis
- live in the home to be adapted
- have a household income equal to or less than $32,000 for the previous calendar year
- be a Canadian citizen or permanent resident of Canada
- be a permanent resident of Alberta

Modifications which are part of, or fixed to the unit or building are eligible, if they:

- facilitate access to the unit including the provision of ramps, wheelchair lifts, sloped walk-ways, and lowered thresholds
- facilitate movement inside the unit such as door widening, kitchen and bathroom cabinet modifications, installation of grab bars, flooring changes, or stair gliders or lifts

Tenants must obtain approval from the landlord to rent the unit for not less than one year. The landlord and Alberta Seniors and Community Supports must agree on the proposed modifications.

For information and application forms call **(780) 427-5760**. Outside Edmonton, call the Service Alberta Call Centre at **310-0000** to be connected toll-free, or write to:

Home Adaptation Program
Alberta Seniors and Community Supports
Housing Services Division
PO Box 927
Edmonton, AB T5J 2L8
Website: **www.seniors.gov.ab.ca**

FEDERAL GOVERNMENT PROGRAMS

The programs in this section are for low-income citizens. Household income must be less than the Core Need Income Threshold established by the federal government. The income limits depend on where the property is located and how many people live in the house.

Residential Rehabilitation Assistance Program (RRAP)

For the Disabled

This program is for low-income homeowners regardless of the age of the occupants. The house can be new, but construction must be substantially complete, and the house must meet a minimum standard of health and safety. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for modifications such as wheelchair accessibility or other mobility adaptations, allergy-related modifications, age-related disabilities, and hearing or sight impairments. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

For Homeowners

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after work is done (depending on the amount of loan received).

Emergency Repair Program (ERP)

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the Residential Rehabilitation Assistance program. This program provides a grant up to $6,000 ($9,000 in northern areas) for repairs such as heating systems, chimneys, doors and windows, etc.

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Home Adaptations for Seniors' Independence (HASI)

This program is for minor home adaptations to extend the time low-income seniors can live in their own homes independently. The program provides a forgivable loan of up to $3,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after the work is complete. Funds are also available to the owners of rental units.

For more information on the above housing programs and Core Need Income Thresholds, please contact the Canada Mortgage and Housing Corporation (CMHC) in:

Edmonton
CMHC
Standard Life Centre
210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: **(780) 423-8700**
Fax: **(780) 423-8702**

Calgary
CMHC
200, 1000 7 Avenue SW
Calgary, AB T2P 5L5
Phone: **(403) 515-3000**
Fax: **(403) 515-2930**
TTY: **1-888-841-4975**

Outside these areas call toll-free **1-877-499-7245**.

Other Information

The Canada Mortgage and Housing Corporation has a variety of publications and videos available on housing-related topics, such as housing options for seniors, handicapped-accessible homes, and information for first-time homebuyers. Please contact the Canadian Housing Information Centre at **1-800-668-2642** or visit their website at **www.cmhc-schl.gc.ca**

Seniors Housing Registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They may also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **(403) 705-3230**

Edmonton
Society for the Retired and Semi-Retired
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **(780) 423-5510 ext. 315**
Email: **info@srsr-seniors.com**

Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: **(780) 476-6595**

If a housing registry is not available in your area, contact your local information centre, see pages 26-28, or Family and Community Support Services Office, listed in local telephone directories, or Alberta Seniors and Community Supports, see page 23.

Provincial Seniors Housing Registry
The Alberta Seniors Citizens' Housing Association (ASCHA) has a free Internet-based provincial housing registry for online searches by location, organization, project, support services and application criteria. For more information, visit the website at **www.ascha.com**

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information, obtain a copy of the tipsheet *Information for Landlords and Tenants* by calling the Alberta Government Services Consumer Information Centre at:

Toll-free: **1-877-427-4088**
In Edmonton: **(780) 427-4088**
Website: **www.gov.ab.ca/gs**

Information and Referral

SENIORS INFORMATION LINE

Detailed information and assistance on the Alberta Seniors Benefit, Special Needs Assistance for Seniors, Dental Assistance for Seniors, Optical Assistance for Seniors, and Education Property Tax Assistance for Seniors programs is available through an Alberta toll-free telephone line. The Seniors Information Line also provides information on other programs and services available to seniors living in Alberta. This information service is for seniors and their families, caregivers and support groups. It also provides referrals to government and non-government services and programs. For information, please call:

Toll-free anywhere in Alberta:
1-800-642-3853
In Edmonton: **(780) 427-7876**

Note: *Please have your Personal Health Number ready when calling.*

SERVICE ALBERTA CALL CENTRE TOLL-FREE 310-0000

You can reach any provincial government program, toll-free, by calling the Service Alberta Call Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta dial toll-free 310-0000 and enter the 10-digit provincial telephone number, or dial zero or stay on the line for assistance.

Example: If you are calling Alberta Health and Wellness from outside of the Edmonton area, you will dial toll-free 310-0000 then (780) 427-1432. (In Edmonton you will dial 427-1432.)

For toll-free, province-wide access from a cellular telephone, enter #310 (Telus/Bell) or *310 (for Rogers AT&T).

Deaf callers (requires TTY unit):
Toll-free within Alberta:
1-800-232-7215
In Edmonton: **427-9999**

ALBERTA GOVERNMENT SERVICES– CONSUMER INFORMATION CENTRE

The Consumer Information Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Subject areas include landlord and tenant issues, debt collection practices, natural gas marketers, door-to-door sales, credit reporting, time shares, auctions, advance fee loan brokers, home improvement contracting, negative option sales, electricity marketers, unfair market practices, charitable fund-raising and travel clubs.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or visiting the department's website. For more information contact:

Toll-free: **1-877-427-4088**
In Edmonton: **(780) 427-4088**
Website: **www.gov.ab.ca/gs**

GOVERNMENT OF CANADA– INCOME SECURITY PROGRAMS

Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, telephone the Income Security Programs Call Centre toll-free at:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY device only: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.sdc.gc.ca**

Canada Alberta Service Centres (In-Person Centres)

The federal government has offices in the province where you can obtain information about OAS, GIS and CPP benefits. To make inquiries or to book an appointment to see a Service Delivery Agent, call the Income Security Programs Call Centre above.

Canada Alberta Service Centres

Edmonton
Main Floor, Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4B8

Meadowlark Shopping Centre
120, 15710 87 Avenue
Edmonton, AB T5R 5W9

Hours of Operation (both offices):
8:30 a.m. – 4:30 p.m*
Monday to Friday
*except Tuesday: 10:00 a.m.- 4:30 p.m.

Calgary
270 Harry Hays Building
220 4 Avenue SE
Calgary, AB T2G 4X3
Hours of Operation:
8:30 a.m.- 4:30 p.m.*
Monday to Friday
*except Wednesday:
9:30 a.m.- 4:30 p.m.

Grande Prairie
100, 9845 99 Avenue
Grande Prairie, AB T8V 0R3
Hours of Operation:
8:30 a.m. – 4:00 p.m.
Monday to Friday

Lethbridge
East Entrance
200 5 Avenue S
Lethbridge, AB T1J 4L1
Hours of Operation:
8:30 a.m.- 4:15 p.m. Monday to Friday

Red Deer
First Red Deer Place
2nd Floor, 4911 51 Street
Red Deer, AB T4N 6A1
Hours of Operation:
8:30 a.m.- 4:30 p.m Monday to Friday

Outreach Program

The Government of Canada offers an Outreach Program that raises public awareness about the Canada Pension Plan and Old Age Security. It works with community partners to provide information and services. For more information, contact the Income Security Programs Call Centre.

LAWYER REFERRAL SERVICE

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer but do not know of one who can help you. You receive the first half-hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information contact:

Lawyer Referral Service Office
Toll-free: **1-800-661-1095**
In Calgary: **(403) 228-1722**

OFFICE FOR DISABILITY ISSUES

Alberta Seniors and Community Supports is home to the Office for Disability Issues. This office represents persons with disabilities from all over Alberta, regardless of age or type of disability. The office assists government in responding to the Alberta Disability Strategy released by the Premier's Council on the Status of Persons with Disabilities. In addition to being a point of reference for inquiries, the office raises awareness of disability issues and ensures concerns and issues affecting Albertans with disabilities are coordinated across government.

Albertans who wish to discuss disability issues may contact the Office for Disability Issues toll free at **1-800-272-8841** (**422-1095** in Edmonton).

LOCAL INFORMATION AND REFERRAL CENTRES

Many communities have local information centres.

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **(403) 705-3246**
Fax: (403) 705-3241
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
1020, 1202 Centre Street S
Calgary, AB T2G 5A5
Phone: **(403) 266-6200**
Fax: (403) 269-5183
Website: **www.calgaryseniors.org**

Camrose
Camrose and District Senior Centre
Service Options for Seniors
5415 49 Avenue
Camrose, AB T4V 0N6
Phone: (780) 672-7462
Fax: (780) 679-0194
E-mail: kimwil@cable-lynx.net

Edmonton
The Support Network
Edmonton's Crisis and
Information Centre
301, 11456 Jasper Avenue
Edmonton, AB T5K 0M1
Phone: Dial 211 or 482-INFO (4636)
Fax: (780) 488-1495
Website: **www.thesupportnetwork.com**

Society for the Retired
and Semi-Retired
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: (780) 423-5510
Fax: (780) 426-5175
E-mail: info@srsr-seniors.com
Website: **www.srsr-seniors.com**

Fort McMurray
Salvation Army Seniors
9919 MacDonald Avenue
Fort McMurray, AB T9H 1S7
Phone: (780) 743-4135
Fax: (780) 791-2909

Grande Prairie
Grande Prairie and Area
Council on Aging Seniors Outreach
Suite 102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: (780) 539-6255
Fax: (780) 538-1115
E-mail: seniors-outreach@telus.net

Lacombe
Family and Community Support Services
5102B 50 Avenue
Lacombe, AB T4L 1K6
Phone: (403) 782-6637
Fax: (403) 782-6639

Lethbridge
Lethbridge Senior
Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: (403) 320-2222
Fax: (403) 320-2762
E-mail: nlehbauer@lethseniors.com
Website: **www.lethseniors.com**

Nord-Bridge Senior
Citizens Association
1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: (403) 329-3222
Fax: (403) 329-8824
E-mail:
friendly@nordbridgeseniors.com

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Medicine Hat
Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: (403) 529-8307
Fax: (403) 529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: (403) 529-8383
Fax: (403) 529-8382

Red Deer
Golden Circle Senior Resource Centre
4620 47 Avenue
Red Deer, AB T4N 6C3
Phone: (403) 343-6074
Fax: (403) 343-7977
E-mail info@goldencircle.ca
Website **www.goldencircle.ca**

Sherwood Park
Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: (780) 464-4265
Fax: (780) 449-1354
E-mail: ivc@shaw.ca
Website: **www.ivcstrathcona.org**

St. Albert
St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: (780) 459-0433
Fax: (780) 459-9588
E-mail: seniorcc@telus.net
Website: **www.stalbertseniorsclub.org**

Wainwright
Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone: (780) 842-2777
Fax: (780) 842-5783

Additional information is listed in the *Directory of Seniors' Organizations in Alberta*. For a copy of the publication, please call **1-800-642-3853** or in Edmonton **(780) 427-7876** or visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca**

PROVINCIAL ORGANIZATIONS FOR SENIORS

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government-appointed body that reports to the Minister of Seniors and Community Supports. A Member of the Legislative Assembly, appointed by the Premier, chairs the council. Members represent six regions of the province, with one additional representative each from the Alberta Medical Association and Alberta universities.

Members of the Seniors Advisory council for Alberta consult with seniors and seniors' organizations and hold meetings throughout the province to gather their suggestions and feedback. Through these interactions, the council makes recommendations to the government on legislation and policies affecting seniors and on the funding and coordination of programs and services for seniors.

Since 1986, the council has spearheaded the annual provincial Seniors' Week. The focus of Seniors' Week is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

Council members are interested in the concerns of all of Alberta's seniors. To share your comments, or to meet with council members, contact:

Seniors Advisory Council for Alberta
c/o Alberta Seniors and
Community Supports
Suite 600 Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **(780) 422-2321**
Fax: (780) 422-8762

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals interested in issues related to Alberta's aging population. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active participation of seniors in society.

The Alberta Council on Aging has also been involved in sponsoring the Senior Friendly Project. A Senior Friendly Toolkit and the video "Friendly Seniority" were developed for businesses, seniors

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organizations, governments and communities to assist staff and community members in becoming more aware of, and meeting the needs of seniors. A French version of the toolkit and the video is also available. A variety of other resources have been developed.

Annual membership fees apply (households, organizations, corporate and lifetime memberships).

For information, contact:

Alberta Council on Aging
210, 14964 121A Ave
Edmonton, AB T5V 1A3
Phone: **(780) 423-7781**
Toll-free: **1-888-423-9666**
Fax: (780) 425-9246
E-mail: acaging@interbaun.com
Website: **www.acaging.ca**

LEARNING OPPORTUNITIES FOR SENIORS

Alberta Advanced Education

Alberta Advanced Education works with communities, post-secondary institutions and others to provide lifelong learning opportunities for Albertans. For more information about continuing education opportunities, visit the Alberta Advanced Education website at **www.advancededucation.gov.ab.ca** or call **(780) 422-4495** in Edmonton. In all other areas of the province, call the Service Alberta Call Centre at **310-0000** to be connected toll-free.

Elderhostel

Elderhostel is a not-for-profit organization that offers educational travel experiences to adults 55 and over. Combining travel and learning, programs are designed to meet various interests, activity levels, budgets, schedules and lifestyles of older adults. To find out more, call **1-877-426-8056** or visit the website at **www.elderhostel.org**

Libraries

Many libraries offer programs and events of interest to seniors. Whether it is learning how to map your family tree, surfing the Internet, or attending a lecture, your local library may have the program for you. You can even use the Internet at your local library to access copies of this guide and other Alberta Seniors and Community Supports publications. To enquire about the programs and events available at your library, refer to the libraries section of your telephone directory.

Health Services

ALBERTA AIDS TO DAILY LIVING (AADL)

Alberta Seniors and Community Supports offers the Alberta Aids to Daily Living (AADL) program. This program helps individuals who have a chronic disability or illness, and individuals who are terminally ill, to receive authorized basic medical equipment and supplies for more independent functioning in a home or home-like setting. A wide-range of authorized benefits are available, including hearing aids, medical/surgical supplies, rehabilitation equipment or respiratory equipment.

Assistance is provided in cooperation with authorizers and suppliers. An authorizer is your initial contact with AADL. He or she may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech pathologist, or other health care professional who works in a community health care centre, a hospital, a long-term care centre or a home care program. Please contact your regional health authority to locate an AADL authorizer.

Note: Medical doctors are not authorizers.

To be an AADL client you must:

- have a long-term disability (six months or more), chronic illness or a terminal illness
- be an Alberta resident
- have a valid Alberta Personal Health Number

How does the program work?

AADL assists individuals by subsidizing the costs of medical equipment and supplies authorized for an individual. AADL is a cost-shared program. Clients pay 25 per cent of the costs to a maximum of $500 per family, per benefit year (July 1 to June 30).

Clients with low incomes are exempt from cost sharing. Your authorizer or local community health care centre will have a Cost-Sharing Exemption Application for you to complete and send to the address on the form.

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If you are exempt from cost sharing, AADL will issue you a benefit card. You must show the card to your authorizer and supplier. This card tells the vendor you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

What is covered?

Only certain medical and surgical supplies and equipment are provided. To ensure coverage, you must obtain an authorization form before you contact a supplier. AADL will not reimburse you for items purchased before registered program authorizers have conducted their assessment.

The program does not cover special diets, diet supplements, foot orthotics, eyeglasses, prescription drugs, dental care/dentures, artificial eyes, artificial limbs, mastectomy prostheses and braces for seniors.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only. Cost sharing applies.

The program has the following limitations:

- seniors are eligible for a subsidy of one hearing aid every five years
- if you are a cost-shared client, AADL contributes $708.75 towards one hearing aid. If you are exempt from cost-sharing, AADL will contribute $945 for one hearing aid only. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference
- replacement of batteries is at your own cost
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires
- minor servicing and additional fees charged by the hearing aid practitioner are at your own cost
- hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You are advised to arrange for insurance to cover the loss of hearing aids

When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor. For more information about registered vendors, contact Alberta Aids to Daily Living at **(780) 427-0731**. Outside the Edmonton area, call the Service Alberta Call Centre at **310-0000** to be connected toll-free.

Medical/Surgical Supplies and Rehabilitation or Respiratory Equipment

Certain medical supplies and equipment are supplied to eligible people who are chronically disabled and to individuals who are terminally ill. An AADL authorizer must assess your need for equipment or supplies and complete an authorization form to order them. Some items may require a physician's prescription.

Benefits include:

- ostomy supplies
- incontinence and catheter supplies
- some basic dressings
- certain respiratory equipment and related services
- oxygen for clients who meet the AADL oxygen eligibility criteria*
- mobility aids such as walkers, wheelchairs and wheelchair accessories
- bathing and toilet aids such as bath seats, patient lifts and commodes
- back and hernia support items
- graduated pressure garments
- shoe raises
- custom-made orthopedic shoes for people with bony foot deformities (off-the-shelf shoes, shoe inserts and arch supports are not provided)

Program authorizers have complete lists of all items provided. How often you can receive an item is based on medical need.

For more information, contact your regional health authority or:

Alberta Aids to Daily Living
2nd Floor South Tower
10030 107 Street
Edmonton, AB T5J 3E4
Edmonton: **(780) 427-0731**
Website: **www.seniors.gov.ab.ca**

In all other areas of the province, call the Service Alberta Call Centre at **310-0000** to be connected toll-free.

* *To arrange for a respiratory assessment, please contact the Alberta Aids to Daily Living Program or your regional health authority.*

ALBERTA BLUE CROSS - *COVERAGE FOR SENIORS*

Alberta Health and Wellness offers coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors*. The Government of Alberta pays the cost of the premiums for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

After you are registered with Alberta Health and Wellness for seniors coverage, you will receive an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness, July 1 to June 30. During one benefit year, *Coverage for Seniors* will provide a maximum of $25,000 in benefits per person for the following services:

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the Ambulance Services Act and Regulations. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta's regional health authorities.

Prescription Drugs

Alberta Health and Wellness covers 70 per cent of the cost of prescription drugs, including insulin. You pay the other 30 per cent, up to a $25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 per cent. Only prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List* are covered.

Note: If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Alberta Blue Cross *Coverage for Seniors* also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

Other Services

For the following services, you pay the bill then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100 per cent of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness), on written order of a physician, the purchase or repair of:
  - artificial eyes
  - artificial limbs except myoelectric-controlled prostheses
  - permanent braces
  - mastectomy prostheses (supporting brassieres are not covered)

Effective April 1, 2005, Alberta Seniors and Community Supports introduced the Dental Assistance for Seniors program. This program provides eligible Albertans aged 65 and older with coverage for basic dental services and is administered by Alberta Blue Cross.

For more information visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

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Alberta Blue Cross Offices

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: (403) 234-9666

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: (780) 498-8000

Fort McMurray
619 Plaza II Mall
8600 Franklin Avenue
Fort McMurray, AB T9H 4G8
Phone: (780) 790-3390

Grande Prairie
101A, 10712 100 Street
Grande Prairie, AB T8V 3X8
Phone: (780) 532-3505

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: (403) 328-1785

Medicine Hat
203 Chinook Place
623 4 Street SE
Medicine Hat, AB T1A 0L1
Phone: (403) 529-5553

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: (403) 343-7009

Subscriber toll-free:
A subscriber toll-free line is available for people living outside these areas:
1-800-661-6995 (Customer Services)
1-800-394-1965 (Individual Plans)

ALBERTA HEALTH CARE INSURANCE PLAN

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule
- specific dental oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year* is $200
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year* is $250
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country general or auxiliary hospital. In-province physical therapy services are based on assessed need and are the responsibility of the regional health authorities. Please contact your local regional health authority for more information.
- an operator's licence medical examination for people 74 years and six months of age and over
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures), and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year.*

* *The Alberta Health Care Insurance Plan benefit year for chiropractic, podiatry and optometric benefits is from July 1 of one year to June 30 of the following year.*

Health Insurance Premiums

Effective October 1, 2004, all seniors, along with their spouses and dependants, are exempt from paying Alberta Health Care insurance premiums.

Extra Billing

Extra billing is not permitted for any medically required physician, oral surgery or optometry service insured by the Alberta Health Care Insurance Plan; however, not all services provided by practitioners are covered. You can expect to pay the full fee for uninsured services, and should be informed of this by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary health insurance for health services in Alberta can cover extra charges.

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Hospital Services

When you are registered with the Alberta Health Care Insurance Plan and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital. For details about other services that may be included, contact Alberta Health and Wellness.

If you request a private or semi-private hospital room, you will be required to pay a room charge, determined by each individual hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 44 for information on private insurers.

For more information about coverage for hospital services, contact your regional health authority; see pages 39 and 40 for addresses and phone numbers.

Temporary Absence from Alberta

If you travel to another province within Canada, you must return within 12 months to retain your Alberta Health Care Insurance Plan coverage. If you travel outside of Canada, you must return within six months to retain your coverage. If you are leaving for longer, you may apply for extensions of coverage.

For details on extensions of coverage, travel insurance and services covered outside of Alberta, contact Alberta Health and Wellness:

By mail:
PO Box 1360 Stn Main
Edmonton, AB T5J 2N3

In person:
In Edmonton: 10025 Jasper Avenue
In Calgary: 727 7 Avenue SW

By telephone:
In Edmonton: **427-1432**
In all other areas of the province, call **310-0000** to be connected toll-free.

Website: **www.health.gov.ab.ca**

REGIONAL HEALTH AUTHORITY SERVICES

A wide variety of community programs and services are offered through regional health authorities. For information on the locations and the range of programs and services available, contact your regional health authority.

Chinook Regional Health Authority
960 19 Street S
Lethbridge, AB T1J 1W5
Phone: (403) 382-6009
Fax: (403) 382-6011
Website: **www.chr.ab.ca**

Palliser Health Region
666 5 Street SW
Medicine Hat, AB T1A 4H6
Phone: (403) 528-5633
Fax: (403) 529-8998
Website: **www.palliserhealth.ca**

Calgary Health Region
10101 Southport Road SW
Calgary, AB T2W 3N2
Phone: (403) 943-1111
Fax: (403) 943-1138
Website: **www.calgaryhealthregion.ca**

David Thompson Regional Health Authority
602, 4920 51 Street
Red Deer, AB T4N 6K8
Phone: (403) 341-8622
Fax: (403) 341-8632
Website: **www.dthr.ab.ca**

East Central Health
4703 53 Street
Camrose, AB T4V 1Y8
Phone: (780) 608-8800
Fax: (780) 672-5023
Website: **www.ech.ab.ca**

Capital Health
1J2 Walter Mackenzie Centre
8440 112 Street
Edmonton, AB T6G 2B7
Phone: (780) 407-1000
Fax: (780) 407-7481
Website: **www.capitalhealth.ca**

Aspen Regional Health Authority
10003 100 Street
Westlock, AB T7P 2E8
Phone: (780) 349-8705
Fax: (780) 349-4879

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Peace Country Health
2101, 10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5387
Fax: (780) 538-5455
Website: **www.pchr.ca**

Northern Lights Health Region
7 Hospital Street
Fort McMurray, AB T9H 1P2
Phone: (780) 791-6024
Fax: (780) 791-6029
Website: **www.nlhr.ca**

Note: *When calling or writing, please give your Personal Health Number.*

Health Link Alberta

Health Link Alberta is a telephone advice and health information service available 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing **1-866-408 LINK (5465)**.

Home Care Services

Regional health authorities in Alberta are responsible for home care. Services are provided to people of all ages based on assessed need.

Home care services help residents of Alberta achieve and maintain health, well-being and personal independence in their own homes. Referrals for home care services come from many sources including family members, friends and doctors. Once the referral is made, regional health authority staff assess the health needs of the individual and the needs of the caregiver. Home care services, including respite to relieve informal caregivers, may be provided.

Home care services include professional and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are personal care services (bathing, dressing and grooming). There is no charge for professional and personal care services.

To arrange for home care services, please call your regional health authority. See pages 39 and 40 for a listing of Alberta's regional health authorities.

Long-Term Care Centres

In Alberta, long-term care facilities (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care provided through a contract with regional health authorities. These centres vary in size and are located throughout the province.

The province pays all care costs based on individual need assessments for patients who meet the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan
- you must have lived in Alberta for three consecutive years at any time previously, or
- you must have lived in Alberta for one year immediately prior to applying, and
- you must have been a resident of Canada for 10 years or more

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as prescribed by the resident's attending physician. Ambulance services are also provided at no charge if a patient is transferred to or from a hospital for care or treatment.

Residents of long-term care facilities are responsible for accommodation charges at the following rates:

- $39.62 /day for standard accommodation
- $42.00 /day for semi-private accommodation
- $48.30 /day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program. For information, please telephone **1-800-642-3853**.

Admission to a long-term care facility is based on an assessment of need carried out by a registered nurse of the regional health authority. When you request services, the assessment staff may decide that a long-term care facility would provide the most appropriate services. If this decision is made, regional staff will work with the placement service to find the right centre for you.

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Regional health authorities may be able to offer other models of care that combine health services and shelter. Other models of care include assisted living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings and various types of seniors day programs. Those that receive funding through regional health authorities will undergo assessments like those used for long-term care facilities before being placed in any of these other models of care.

For more information about long-term care facilities, contact your regional health authority. See pages 39 and 40 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended for people who are frail and/or disabled. These people also need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital or long-term care facility. Individual care plans are developed. These programs may be available through acute care programs and long-term care facilities.

To find out if there is a day support program or a day hospital in your community, contact your regional health authority.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact your regional health authority. See contact information on pages 39 and 40.

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling, treatment and follow-up services.

Inpatient mental health services are available in urban and regional acute care hospitals, at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton and Alberta Hospital Ponoka. In addition, many hospitals and long-term care facilities offer Day Hospital programs for older individuals with mental health problems. Your nearest mental health clinic or your physician can direct you to, or provide you with information on these services.

For more information, contact your local regional health authority or the Alberta Mental Health Help Line at **1-877-303-2642**.

Public Health Services

Public health services are available to all Albertans through the regional health authorities. Services provided may include:

- immunization against diseases such as influenza
- health education and counselling
- nutrition education
- dental hygiene education
- sexual health education and counselling
- speech-language pathology services

For information about public health services in your area, contact your regional health authority for phone numbers and addresses.

PRIVATE HEALTH INSURERS

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For more information, contact the Consumer Assistance Centre for the Canadian Life and Health Insurance Association toll-free at **1-800-268-8099** or visit their website at **www.clhia.ca**

YOU AND YOUR MEDICATIONS

When you need to take medications, it is important to understand what you are taking, why you are taking it, how to take it and what the side effects may be. Don't be afraid to ask your doctor and your pharmacist questions about the medications you take. It may help to write your questions down before you go and then write down the answers. You have the right to know.

If you would like more information, the publication "*Knowledge is the Best Medicine*" is available from most pharmacists or through Alberta Seniors and Community Supports toll-free at **1-800-642-3853** (in Edmonton at **427-7876**).

Helping Agencies

ALBERTA MONITORING FOR HEALTH PROGRAM

The Alberta Monitoring for Health Program assists eligible Albertans with diabetes, by covering a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness.

The Alberta Monitoring for Health program is now able to provide support to persons with diabetes who are not insulin dependent, but manage their disease through diet and oral medication.

To access this program, you must meet the following eligibility requirements:

- have diabetes mellitus
- be a resident of Alberta
- manage your diabetes through diet, oral medications and/or insulin therapy
- have supplies and/or medication prescribed by a physician
- do not have insurance coverage for diabetes management supplies such as blood glucose test strips, injections supplies, lancets and pump supplies (Insurance coverage for insulin or oral medication will not affect eligibility)
- have received training in self-monitoring of blood glucose
- either, under 65 years of age and receiving government subsidy for Alberta Health Care Insurance Plan, or, currently registered with the Alberta Seniors Benefit program if 65 years or older

For information, contact:

Alberta Monitoring for Health Program
Suite 1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: **(780) 423-2634**
Toll-free: **1-800-267-7532**
Fax: (780) 409-2634

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (AADAC)

AADAC contributes to the health of Albertans through a province-wide system of addictions treatment, prevention and information services for alcohol, smoking, drug and gambling problems.

AADAC has services for adults, youths, families and communities. All services are voluntary and confidential, and many are free of charge for Albertans. AADAC has offices and treatment centres in 40 communities throughout the province.

How to access service

If you have an urgent problem with alcohol or other drugs, contact your closest detoxification centre or hospital emergency room (if acute medical care may be required).

If you have a less urgent concern, or are seeking information about alcohol, drugs, tobacco or gambling, contact the 24-hour AADAC Help Line toll-free at **1-866-33AADAC (332-2322)** or visit the website at **www.aadac.com**

You can also contact your nearest AADAC office, listed in the White Pages under *Alberta Alcohol and Drug Abuse Commission.*

AADAC 24-Hour Detoxification Centres

Calgary
Renfrew Recovery Centre
Phone: (403) 297-3337

Edmonton
AADAC Recovery Centre
Phone: (780) 427-4291

Grande Prairie
Northern Addiction Centre
Phone: (780) 538-6350

CATHOLIC SOCIAL SERVICES

The following programs and services are available to people of ALL faiths and cultures.

Community Care Program

Provides home health care/support services including personal care, meal planning and preparation, homemaking and nursing services through contracts with the Capital Health Authority and on a fee-for-service basis.

Edmonton: (780) 471-5030

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Elderly Adult Resource Service

Provides support counselling, education and referral services for older adults who are at risk of, or are experiencing abuse or neglect.

Edmonton: (780) 471-1122
Lloydminster: (780) 875-9084

Family and Individual Counselling

Provides therapeutic counselling to individuals, couples, families and groups using individual, joint or group therapy.

Edmonton: (780) 420-1970
Lloydminster: (780) 875-9084
Red Deer: (403) 347-8844

Multicultural Seniors Group

An informal support group for seniors, offered through Catholic Social Services' Immigration and Settlement Service. A place to practice English, learn about different cultures and to share information on health and well-being.

Edmonton: (780) 424-3545

CONSUMER DEBT COUNSELLING

Credit Counselling Services of Alberta (CCSA) is a not-for-profit organization educating Albertans on how to budget, get out of debt, use credit wisely, and get the most from their money. CCSA also offers a variety of unbiased debt-counselling services and alternatives. For more information, and a list of upcoming community workshops, call the information line to speak with a counsellor or visit the website. Services are available throughout Alberta.

Calgary
Sunrise Square
Suite 225, 602 11 Avenue SW
Calgary, AB T2R 1J8
Phone: **(403) 265-2201**

Edmonton
Sun Life Place
Suite 440, 10123 99 Street
Edmonton, AB T5J 3H1
Phone: **(780) 423-5265**

Outside of these areas: **1-888-294-0076**
Website: **www.creditcounselling.com**

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal programs, available in most parts of Alberta, provide information, funding and assistance with the development of community preventive social programs, including services for senior citizens.

In some communities, FCSS assist seniors by offering home support services, visiting services and various outreach programs. For information, contact the FCSS office listed in your local telephone directory.

LEGAL AID SOCIETY

Individuals seeking legal representation or information about legal aid can refer to the website at **www.legalaid.ab.ca** or contact the Legal Aid Society at:

Calgary	(403) 297-2260
Edmonton	(780) 427-7575
Fort McMurray	(780) 743-7356
Grande Prairie	(780) 538-5470
Lethbridge	(403) 381-5194
Medicine Hat	(403) 529-3553
Peace River	(780) 624-6250
Red Deer	(403) 340-5119
St. Paul	(780) 645-6205
Wetaskiwin	(780) 361-1331
Whitecourt	(780) 778-7178

MEALS-ON-WHEELS

Meals on Wheels is a non-profit organization that provides home delivered, low cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals-on-Wheels, refer to your local telephone directory or contact Alberta Health Link at **1-866-408-LINK (5465)**.

MEDIATION SERVICES

Mediation services can help resolve conflicts between neighbours, community associations, and non-profit organizations. Volunteer mediators meet with individuals and groups to discuss a problem or dispute. Examples of disputes include pets, parking, fences, noise, trees, or conflicts involving volunteer groups, families and clubs.

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For more information, contact:

Calgary
Community Mediation Calgary
200, 1201 5 Street SW
Calgary, AB T2R 0Y6
Telephone: **(403) 244-6998**
Website: **www.mediation.ab.ca**

Edmonton
Mediation and Restorative
Justice Centre
430, 9810 111 Street
Edmonton, AB T5K 1K1
Telephone: **(780) 423-0896**
Website: **www.mrjc.ca**

OFFICE OF THE OMBUDSMAN

The primary purpose of the Ombudsman is to conduct impartial investigations of written complaints from individuals who believe they have been treated unfairly by the provincial government. The Ombudsman is independent of government and has broad powers to investigate actions, decisions, practices and procedures of government departments, boards, agencies and commissions. Individuals are required to complete all available appeals before the Ombudsman may consider investigating.

The Office of the Ombudsman also assists individuals in directing complaints to the appropriate contact, department or complaint mechanism when the complaint is outside the Ombudsman's jurisdiction to investigate. The Ombudsman does not investigate disputes between private individuals.

For more information regarding the Office of the Ombudsman, visit the website at **www.ombudsman.ab.ca** or contact them at:

Edmonton
2800 Canadian Western Bank Place
10303 Jasper Avenue
Edmonton, AB T5J 5C3
Phone: **(780) 427-2756**
Fax: (780) 427-2759

Calgary
850 Ford Tower
633 6 Avenue SW
Calgary, AB T2P 2Y5
Phone: **(403) 297-6185**
Fax: (403) 297-5121

Hours: 8:15 a.m. - 12:00 p.m. and
1:00 p.m. - 4:30 p.m., Monday to Friday

OFFICE OF THE PUBLIC GUARDIAN

Alberta Seniors and Community Supports is responsible for the Office of the Public Guardian (OPG), which offers assistance and services relating to Guardianship for Dependent Adults and Personal Directives.

Guardianship for Dependent Adults

Guardianship is a legal process that gives an individual (a guardian) the legal authority and responsibility to make decisions about non-financial personal matters on behalf of a dependent adult. Dependent adults are individuals over the age of 18 who are unable to care for themselves and unable to make reasonable judgments about personal matters. Personal matters include where and with whom to live, social activities, work-related matters, education and training, licences and permits, non-estate legal matters, health care and day-to-day decisions.

OPG encourages and assists individuals in obtaining a guardianship order for an adult who is unable to make independent decisions. Once appointed by the court, these individuals are called private guardians and have decision-making authority for the adult's personal affairs. If no family or friends are willing to apply to be a private guardian, then the Public Guardian can be appointed as a last resort. Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian to be reviewed at least every six years.

OPG can provide additional information about how to apply for a guardianship order. OPG funds 12 community agencies to assist the public in applying for guardianship. OPG also has self-help kits available for people who wish to apply for guardianship without hiring a lawyer. There are some costs associated with the granting of an order. Where the legal costs would be a hardship for a dependent adult or an applicant, the applicant may be eligible to have OPG contribute to the cost.

Personal Directives Act

A Personal Directive is a legal document that you can write in case something happens and you cannot make your own personal decisions in the future. Anyone over the age of 18 can complete a personal directive. It can be made with or without the assistance of a lawyer. It becomes a legal document when it is dated, signed and witnessed.

A Personal Directive lets you choose another person, called an agent, to act on your behalf. The written instructions provided in this document help your agent

make decisions on personal, non-financial matters such as where and with whom you live, health care and legal matters. Family, friends and service providers can also be assured that the decisions being made are consistent with your expressed wishes.

The Office of the Public Guardian can provide additional information about how to create a Personal Directive, where help is available and how to carry out the role as an agent.

Questions about guardianship or personal directives should be directed to the regional office closest to where the dependent adult or the person making a personal directive lives. For more information, visit the website **www.seniors.ab.ca**, or contact the Office of the Public Guardian at:

Northern Alberta
Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5575

Lac La Biche Office
Lakeview Building
15 Nipewan Road
PO Box 1410
Lac La Biche, AB T0A 2C0
Phone: (780) 623-5323

St. Paul Office
3rd Floor, Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: (780) 645-6434

Vegreville Office
Provincial Building
4809 50 Street
Vegreville, AB T9C 1R6
(780) 632-5447

Edmonton
Provincial Office
10035 108 Street NW
Edmonton, AB T5J 3E1
(780) 422-1868

Edmonton Office
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: (780) 427-0017

Central Alberta
Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: (403) 340-5165

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Calgary
Calgary Office
9th Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: (403) 297-3364

Southern Alberta
Lethbridge Office
500 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: (403) 381-5648

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: (403) 528-5245

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

OFFICE OF THE PUBLIC TRUSTEE

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also administers deceased persons' estates if they die intestate (without leaving a will) if the deceased individuals have no adult beneficiaries residing in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age. For more information about the Office of the Public Trustee, visit their website at **www.justice.gov.ab.ca/public_trustee** or contact them at:

Calgary
2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: (403) 297-6541

Edmonton
400 South J.E. Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: (780) 427-2744

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

VICTORIAN ORDER OF NURSES

The Victorian Order of Nurses is a non-profit charitable organization administered by voluntary boards. The Victorian Order of Nurses offers health and support services at nominal fees.

For information on the services available in your community, visit the website at **www.von.ca**, or call the Victorian Order of Nurses at:

Calgary
D272 Glenmore Landing
1600 90 Avenue SW
Calgary, AB T2V 5A8
Phone: (403) 640-4765
Toll-free: 1-888-499-6999
Fax: (403) 640-4478

Edmonton
100, 4936 87 Street
Edmonton, AB T6E 5W3
Phone: (780) 466-0293
Fax: (780) 463-5629

Grande Prairie
209, 11330 106 Street
Grande Prairie, AB T8V 7X9
Phone: (780) 402-2508
Fax: (780) 538-2345

Medicine Hat
720 6 Street
Medicine Hat, AB T1A 4J5
Phone: (403) 529-1222
Toll-free: 1-888-854-7785
Fax: (403) 529-8026

HEALTH-RELATED ORGANIZATIONS

Alzheimer Society of Alberta and NWT
134, 1935 32 Avenue NE
Calgary, AB T2E 7C8
Phone: (403) 250-1303
Fax: (403) 250-8241
Toll-free: 1-888-233-0332
Website: **www.alzheimer.ab.ca**

Canadian Cancer Society
Alberta/NWT Division
200, 2424 4 Street SW
Calgary, AB T2S 2T4
Phone: (403) 228-4487
Toll-free: 1-800-661-2262
Fax: (403) 228-4506
Website: **www.cancer.ca**

For information about cancer, call the nation-wide, toll-free Cancer Information Service at 1-888-939-3333 (9 a.m. to 6 p.m. Monday to Friday)

Canadian Diabetes Association
Northern Alberta & NWT
Regional Leadership Centre
Suite 1010 Royal Bank Building
10117 Jasper Ave NW
Edmonton, AB T5J 1W8
Phone: (780) 423-1232
Toll-free: 1-800-563-0032
Fax: (780) 423-3322
Website: **www.diabetes.ca**

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Southern Alberta Regional
Leadership Centre
105, 7500 Macleod Trail SE
Calgary, AB T2H 0L9
Phone: (403) 266-0620
Fax: (403) 269-8927

The Canadian National Institute for the Blind (CNIB)
CNIB Calgary
15 Colonel Baker Place NE
Calgary, AB T2E 4Z3
Phone: (403) 266-8831
Toll-free: 1-800-376-2642
TTY device: (403) 264-0105
Fax: (403) 265-5029
Website: **www.cnib.ca**

CNIB Edmonton
12010 Jasper Avenue NW
Edmonton, AB T5K 0P3
Phone: (780) 488-4871
Toll-free: 1-800-365-2642
TTY device: (780) 482-2791
Fax: (780) 482-0017

CNIB Grande Prairie
Suite 200
4, 9728 Montrose Avenue
Grande Prairie, AB T8V 5B6
Phone: (780) 539-4719
Fax: (780) 539-3331

CNIB Lethbridge
1119 3 Avenue South
Lethbridge, AB T1J 0J5
Phone: (403) 327-1044
Fax: (403) 380-2672

CNIB Medicine Hat
533 1 Street SE
Medicine Hat, AB T1A 0A9
Phone: (403) 527-2211
Fax: (403) 526-3548

CNIB Red Deer
PO Box 101
Red Deer, AB T4N 5E7
Phone/Fax: (403) 346-0037

Heart and Stroke Foundation of Alberta, NWT & Nunavut
1825 Park Road SE
Calgary, AB T2G 3Y6
Phone: (403) 264-5549
Toll-free: 1-888-473-4636
Fax: (403) 237-0803
Website: **www.heartandstroke.ca**

Parkinson's Society of Alberta
Room 3Y18, Edmonton General
11111 Jasper Avenue
Edmonton AB T5K 0L4
Phone: (780) 482-8993
Toll-free: 1-888-873-9801
Fax: (780) 482-8969
Website: **www.parkinsonalberta.ca**

Protecting You and Your Information

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information that you provide to the Government of Alberta or any public body is protected under the *Freedom of Information and Protection of Privacy Act.*

You have the right to see or have copies of any information about you that is held by a public body. If you believe that the information is incorrect, you can submit a written request for a correction. Forms to request correction of personal information are available through your local library.

For information, you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information. Call the Service Alberta Call Centre at 310-0000 for assistance.

More information on the *Protection of Personal Information Act* may be found at the website of the Information and Privacy Commission at **www.oipc.ab.ca/pipa/index.cfm**

ELDER ABUSE

Different service providers use their own definitions when responding to cases of elder abuse. This makes it difficult to respond to the problem using one specific definition. However, it is generally agreed that elder abuse is described as any action or lack of action that causes harm to an elderly person. Elder abuse takes many forms:

- **physical abuse** – slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- **sexual abuse** – any forced sexual activity
- **psychological abuse** – humiliation, isolation, intimidation, threats, inappropriate control of activities or removal of decision-making power when the elderly person is still capable of making decisions
- **financial abuse** – misuse of a person's funds or property through fraud, trickery or force

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- **neglect** – any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship

Who to contact for help and information:

Calgary
Kerby Centre:
(403) 705-3250 (24 hours)

Edmonton
Seniors Abuse Help Line
(780) 454-8888
Elder Abuse Intervention Team
(780) 477-2929
Edmonton Seniors Safe Housing
(780) 702-1520

Lloydminster
Catholic Social Services Elderly Adult Resource Service: (780) 875-9084

- Regional health authorities listed on pages 39 and 40
- Family and Community Support Services – refer to your telephone directory
- Social Services Agencies – refer to your telephone directory
- Mental Health Help Line – 1-877-303-2642

PROTECTION FOR PERSONS IN CARE

Alberta Seniors and Community Supports is responsible for the Protection for Persons in Care office. This office administers the *Protection for Persons in Care Act* which promotes the safety and well-being of adults who receive services from publicly-funded care facilities. The act also protects individuals residing in nursing homes, hospitals, seniors' lodges, group homes and shelters.

Protection for Persons in Care is responsible for receiving complaints of abuse and for ensuring all complaints are investigated. Following an investigation, recommendations are made to prevent similar incidents from occurring.

All individuals who believe that a person in care has or is being abused must report that abuse to Protection for Persons in Care or to the police. To report an incident of abuse, call:

Protection for Persons in Care
toll free reporting line
1-888-357-9339
8:15 a.m. - 4:30 p.m.,
Monday to Friday

The Protection for Persons in Care office also makes referrals, provides educational materials and sessions, and responds to inquires about abuse prevention and the requirements of the *Protection for Persons in Care Act*. For more information call **1-888-357-9339** or visit the website at **www.seniors.gov.ab.ca**

ALBERTA HEALTH FACILITIES REVIEW COMMITTEE

The Health Facilities Review Committee ensures that quality care, treatment and standards of accommodation are maintained in health care facilities. The committee has the authority to visit Alberta's acute care, long-term care, mental health and special care facilities to monitor and evaluate them on behalf of users and the public-at-large. Visits to facilities are not announced.

The committee forwards reports along with recommendations to the regional health authority, the facility and the Minister of Health and Wellness. Facilities are monitored to make sure recommendations are followed.

For information contact:

Health Facilities Review Committee
250 Garneau Professional Centre
11044 82 Avenue
Edmonton, AB T6G 0T2
Phone: **(780) 427-4924**
Website: **www.health.gov.ab.ca/HFRC**

In all other areas of the province, call the Service Alberta Call Centre at **310-0000** to be connected toll-free.

ALBERTA HUMAN RIGHTS AND CITIZENSHIP COMMISSION

The Alberta Human Rights and Citizenship Commission administers the *Human Rights, Citizenship and Multiculturalism Act*, which protects people in Alberta from discrimination. The commission provides free information on a confidential basis to people who believe they may have experienced discrimination in Alberta, who are responding to a human rights issue, or who are seeking more information about human rights in Alberta.

The commission also provides education and information programs and services related to the legislation, preventing discrimination and fostering equality.

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For more information, contact the Alberta Human Rights and Citizenship Commission at:

E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

Northern Regional Office
800 Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Confidential Inquiry Line:
(780) 427-7661
Fax: (780) 427-6013

Southern Regional Office
Suite 310, 525 11 Avenue SW
Calgary, AB T2R 0C9
Confidential Inquiry Line:
(403) 297-6571
Fax: (403) 297-6567

TDD/TTY Service
Edmonton: (780) 427-1597
Calgary: (403) 297-5639
Toll free: 1-800-232-7215

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

FRAUDS AND SCAMS

On a daily basis, criminals are taking advantage of seniors. Although many legitimate businesses market their products and services over the telephone (telemarketing), door to door, or through the Internet, mail or newspaper and magazine ads, there are some dishonest people who will use these methods to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you. Remember, legitimate businesses are not concerned about consumers checking past customer relationships, and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them.

For further information about frauds and scams such as:

- Home renovation fraud
- Telemarketing fraud
- Identity theft

You can contact:

PhoneBusters
(telemarketing fraud complaints):
Toll-free: **1-888-495-8501** or visit their website at: **www.phonebusters.com**

Alberta Government Services and Consumer Information Centre:
Edmonton: **(780) 427-4088**
Toll-free: **1-877-427-4088**
or visit their website at **www.gov.ab.ca/gs** and follow the link to Forms, Publications and Tipsheets

Visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca** and follow the *Seniors Fraud Awareness Campaign: If in Doubt Check it Out* link from Information Services

CONSUMER INFORMATION

Alberta Government Services, Consumer Services Division provides valuable information to consumers on a variety of topics. Information or tipsheets are available on the following topics:

- advance fee loan brokers
- auctions
- condominiums
- collection practices
- credit and personal reporting
- door-to-door or direct sales
- electricity marketers
- home renovations
- Internet sales
- natural gas marketers,
- negative option sales
- time-share
- travel club

For more detailed information on any of the following topics, or to obtain a tipsheet, contact:

Alberta Government Services, Consumer Services Division
Edmonton: **(780) 427-4088**
Toll-free: **1-877-427-4088**
or visit the website at **www.gov.ab.ca/gs**
then click on Forms, Publications & Tipsheets

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Vehicle Sales and Repair Complaints

The Alberta Motor Vehicle Industry Council (AMVIC) licenses motor vehicle businesses. This includes retail new and used vehicle sales and any business involved in motor vehicle repair (including body shops, transmission, auto glass and recreational vehicles.) AMVIC also registers all sales people in the industry. The council deals with complaints and inquiries about these businesses. For more information, contact:

Alberta Motor Vehicle Industry
Council (AMVIC)
303, 9945 50 Street
Edmonton, AB T6A 0L4
Phone: **(780) 466-1140**
Toll-free: **1-877-979-8100**
Fax: (780) 462-0633
E-mail: info@amvic.org
Website: **www.amvic.org**

General Information

BIRTH, MARRIAGE AND DEATH CERTIFICATES

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under *License and Registry Services* or telephone:

Edmonton: **(780) 427-7013**
In all other areas, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.
Visit the website at:
www.gov.ab.ca/gs/information/registries/ran.cfm

TAXES

General Information

When filing a tax return, most forms of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for any number of federal and/or Alberta provincial tax credits within the tax system. Seniors eligible for the disability tax credit may be eligible to claim attendant care expenses. For more information, visit the Canada Revenue Agency website at **www.cra.gc.ca** or phone the general inquiry line at **1-800-959-8281**.

Service for Seniors

Service for Seniors allows eligible seniors to file their tax returns for free using a touch-tone telephone. To be eligible to use the service, you must be over the age of 65 and meet the following requirements:

- your only income is from Old Age Security, the Canada Pension Plan or the Guaranteed Income Supplement
- your taxable income is less than the income limit established for this service

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If you have a computer, you may also netfile at **www.netfile.gc.ca/menu-e.html**

For more information, call the Canada Revenue Agency toll-free at **1-800-959-8281**.

Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask Canada Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g., medical receipts for glasses and dentures). Your pharmacist should be able to provide you with a computer printout of any prescription medication costs. Both you and your spouse/adult interdependent partner should file a return.

If you would like to get involved as a volunteer, Canada Revenue Agency will show you how to complete basic tax returns and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

For information about the Community Volunteer Income Tax Program call:

Toll-free: **1-800-959-8281**

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section. If you are eligible, you will receive payments in July, October, January and April. Only one member of each family unit is eligible to apply.

For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: **1-800-959-1953**
Website: **www.cra.gc.ca**

VETERANS

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries, economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration are also available.

For information, contact Veterans Affairs Canada at:

Calgary
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5

Edmonton
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3
Toll-free: **1-866-522-2122**
Website: **www.vac-acc.gc.ca**

Last Post Fund

The Last Post Fund is a non-profit corporation dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial for lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years.
For more information, contact the Last Post Fund at:

Edmonton
1130, 9700 Jasper Avenue
Edmonton, AB T5J 4C3
Toll-free: **1-888-495-3766**
Website: **www.lastpostfund.ca**

POWER OF ATTORNEY

Granting a Power of Attorney gives someone else (called your "attorney") the power to make decisions and act on your behalf. A Power of Attorney is voluntary and is limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf.

General vs Limited Power of Attorney

A *limited* Power of Attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A *general* Power of Attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal or provincial benefits.

Power of Attorney/ Enduring Power of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney. For more detailed information, visit the Alberta Justice website noted below and refer to menu topics:

www.justice.gov.ab.ca/dependent_adults/default.aspx

Power of Attorney

- you must be mentally competent to give a Power of Attorney
- takes effect immediately
- ends if you become mentally incapable of managing your affairs

Enduring Power of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

LAST WILL AND TESTAMENT

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- formal will: prepared for you by a lawyer
- holograph will: prepared by you and done in your handwriting
- will kit: forms obtained from any stationary store that you complete yourself

If you require a lawyer, and you do not have one, you can contact the Lawyer Referral Service at **1-800-661-1095**. See page 26 for more information.

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process.* To print your own copy, visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca**

What is an executor?

An executor is a person who is named in a will to be responsible for the administration of an estate. The executor is responsible for notifying relatives and beneficiaries, disposing of perishable assets, securing any estate assets that require immediate attention, making provisions for the immediate needs of the dependants of the deceased, and ensuring that proper funeral and burial arrangements are made.

For more information on wills, executors, or the *Intestate Succession Act*, contact your lawyer or call the Lawyer Referral Service at **1-800-661-1095**.

MAKING FUNERAL ARRANGEMENTS

Check to find out if the deceased previously made any funeral arrangements. If no funeral arrangements have been made, you will need to choose a time and place for the funeral or memorial service. If there is no money for a funeral, discuss with the funeral director whether financial assistance may be available to you.

Prices for funerals can vary significantly depending on the types of services requested. The Alberta Funeral Service Association has a publication *Funerals: An Information Guide*. The publication offers information about planning a funeral, memorial service or military service. To obtain a copy of this publication, contact the Alberta Funeral Service Association at:

Alberta Funeral Service Association
PO Box 48111
Calgary, AB T2X 3C9
Calgary: **(403) 274-1922**
Toll-free: **1-800-803-8809**
Fax: (403) 274-8191
Website: **www.afsa.ab.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue
Edmonton, AB T5G 0X5
Phone: **1-800-563-4652**
Fax: (780) 452-6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

WHO TO CONTACT WHEN SOMEONE DIES

Some of the following activities require supporting documentation as proof of death. In most cases this will be a death certificate, but in some instances a statement from the funeral home may be accepted. When you are unsure of the requirements, you may wish to call ahead to confirm the documentation needed for a specific service. To order a death certificate, contact a registry agent (check the Yellow Pages under *License & Registry Services*).

Estate
Contact the executor (the person named in the Last Will and Testament as being responsible for settling the estate).

Government Pensions
Alberta Seniors Benefit: 1-800-642-3853
Old Age Security/Canada Pension: 1-800-277-9914

Private Pension
If the deceased was receiving a pension from a former employer, contact the pension plan, former employer or union.

Alberta Health and Wellness
Contact the ministry to cancel the deceased's provincial health care coverage. 427-1432

Canada Revenue Agency
Contact the agency about preparing the deceased's final tax return and to cancel or transfer benefits, if applicable, to a survivor. 1-800-277-9914

Banking Institutions
Immediately notify the bank management and find out the bank's requirements for papers and changes.

Credit cards
Credit cards should be cancelled with the credit card issuer and all cards in the name of the deceased should be destroyed.

Car registration/insurance
If a vehicle was registered in the name of the deceased, contact a registry agent to transfer the vehicle's ownership (check the Yellow Pages under *License and Registry Services*).

Homeowners
If the deceased's name is on the land title, contact Alberta Land Titles to have it changed.

Associations and Club memberships
Contact any clubs the deceased may have been involved with.

continued next page...

Further information about funerals, estates and who to contact when a senior dies is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process.* To request a copy, call Alberta Seniors and Community Supports at **1-800-642-3853** (in Edmonton at **427-7876**), or print your own copy at **www.seniors.gov.ab.ca**

Recreation and Leisure

ACTIVE LIVING

Age is no barrier. Active living helps older citizens lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including physical activity in your daily life according to your own personal preference and circumstances can make a big difference to your health and well-being.

For more information on recreation in Alberta, you can write or call:

Alberta Community Development
Sport and Recreation Branch
Room 905, Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Phone: **(780) 427-6549**
Website: **www.cd.gov.ab.ca/asrpwf**

Or visit the Alberta Centre for Active Living website at **www.centre4activeliving.ca**

Local Recreation Information

For information about sport programs and activities in your area, contact the local recreation department listed in your telephone directory.

Recreational activities may be offered at your local seniors organization. The *Directory of Seniors' Organizations in Alberta* published by Alberta Seniors and Community Supports has a list of the activities at each organization. To request a copy, call **1-800-642-3853** (in Edmonton at **427-7876**) or view the directory online at **www.seniors.gov.ab.ca**

ALBERTA SENIORS GAMES

The Alberta Seniors Games are a recreational event for Albertans over the age of 55. Held every two years, the Alberta Seniors Games combine fun and competition, challenge for mind and muscle, and a true building of community.

Participants take part in playoffs in eight zones across the province to qualify for the games. They complete for gold, silver and bronze medals in about 20 activities. The games are complemented with an opening and closing ceremonies, as well as an extensive cultural program. The Alberta Seniors Games also act as a qualifier for the Canada Senior Games. For information, contact:

Alberta Senior Citizens Sport and Recreation Association
Phone: **(403) 297-2730**
Fax: (403) 297-6669
Website: **www3.telus.net/ascsra**

ALBERTA SENIOR CITIZENS SPORT AND RECREATION ASSOCIATION (ASCSRA)

This association promotes, develops and organizes 'grassroots' activities leading to the Alberta Seniors Games, zone activities and the Canada Senior Games. Seniors Games give every individual aged 55+ the opportunity for enrichment, fulfillment and improved quality of life and health through a broad variety of recreation, sport and organized activities.

The annual membership fee is $15. The benefits for members are a quarterly newsletter and reduced rates on home and auto insurance. For information, contact:

Alberta Senior Citizens Sport and Recreation Association
101, 525 11 Avenue SW
Calgary, AB T2R 0C9
Phone: **(403) 297-2703**
Fax: (403) 297-6669
E-mail: ascsra@telus.net
Website: **www3.telus.net/ascsra**

FISHING LICENCES

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: *This policy does not apply to fishing in national parks in Alberta.*

For more information, please contact Alberta Environment Fish and Wildlife's General Information Line in Edmonton at **(780) 427-7581**. In all other areas of the province, call the Service Alberta Call Centre at **310-0000** to be connected toll-free.

HISTORIC SITES AND CULTURAL FACILITIES

You are invited to enjoy Alberta's Historic Sites and Cultural Facilities. An admission discount is provided to all seniors visiting Alberta's heritage facilities. For more information regarding specific attractions and discounts provided, please contact:

Alberta Community Development
Historic Sites and Cultural Facilities
Phone: **(780) 431-2300**
Website:**www.cd.gov.ab.ca/enjoying_alberta/museums_historic_sites/site_listings/index.asp**

A free guide outlining Alberta's museums and historic sites is available by calling **1-800-252-3782**.

PROVINCIAL PARKS

Alberta parks and protected areas preserve Alberta's natural environment and provides perfect settings for nature-based outdoor recreation. There are 68 provincial parks and more than 200 provincial recreation areas in Alberta, many of which provide overnight camping facilities that range from highly developed sites equipped with power hook-ups and showers to rustic sites that provide only basic amenities such as pump water and toilet facilities.

At all group campgrounds in provincial parks and recreation areas, seniors groups receive discounts of 50 per cent (excluding firewood). The group camping fee discount is available Monday to Thursday, excluding statutory holidays. As well, at some provincial parks and recreation areas, overnight camping fee discounts are provided to individual Albertans who are 65 years of age or older. For additional information or to request the *Alberta's Parks and Protected Areas* map and facility guide, contact:

Parks and Protected Areas
Alberta Community Development
2 Floor, Oxbridge Place
9820 106 Street
Edmonton, AB T5K 2J6
Phone: **(780) 427-3582**
Toll-free: **1-866-427-3582**
Fax: (780) 427-5980
Website: **www.cd.gov.ab.ca/parks**

SENIORS' VIEW OF THE ALBERTA LEGISLATURE

Keep active and have fun through educational programs and guided tours of the Alberta Legislature. The Seniors' View offers groups of seniors the opportunity to attend Question Period in the Legislative Assembly, participate in mock legislature debates, and tour the Legislature Building. You create a schedule of activities and set a pace that works for you. For more information, contact:

Seniors' View
Visitor Services, Pedway Mall
10820 98 Avenue
Edmonton, AB T5K 2N6
Telephone: **(780) 427-7362**
Fax: (780) 427-0980
Website: **www.assembly.ab.ca/visitor/SeniorsProgram/seniorsviewbro.pdf**

Transportation

BUS PASSES

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact:

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk in)
Calgary, AB T2P 0W6
Phone: (403) 262-1000
Website: **www.calgarytransit.com**

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station (underground station)
Edmonton, AB T5J 0G4
Phone: (780) 496-1665

Lethbridge
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: (403) 320-3885
Website: **www.lethbridge.ca**

Red Deer
City Hall
Community Services
4 Floor, 4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: (403) 342-8225
Website: **www.city.red-deer.ab.ca**

PARKING PLACARDS FOR PERSONS WITH DISABILITIES

Persons who cannot walk 50 metres can request a parking placard or a disabled licence plate. This service is provided through Alberta Registry Agents. Those who wish to apply will need a completed placard application form and two pieces of identification. The placard application can be obtained from an attending physician, occupational therapist, physiotherapist, or a registry agent. Check your Yellow Pages under *License & Registry Services*, or online at **www.inftra.gov.ab.ca** (click the international mobility symbol). For more information, contact Alberta Government Services' Consumer Information Centre at **1-877-427-4088**.

SPECIAL TRANSPORTATION HELP

If you cannot use the regular public transportation system because you are elderly or have a disability, help may be available in the municipality where you live.

For more information about special transportation, contact your local information centre (see page 26) or the Family and Community Support Services office listed in your telephone directory.

INFORMATION FOR SENIOR DRIVERS

Alberta Infrastructure and Transportation

The Driver Fitness and Monitoring Branch of Alberta Infrastructure and Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. The law requires that drivers report any medical condition, change in health, or physical disability that affects their ability to drive. Medical reports are required upon renewal of an operating licence when a person reaches the age of 75, at age 80, and every two years thereafter. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 75 years of age or older.

Transportation items of interest to seniors and persons with disabilities, such as the Alberta Inter-Community Transportation Guide, can be found at **www.inftra.gov.ab.ca** and then clicking on the international mobility symbol.

Paper copies of information identified on Alberta Infrastructure and Transportation's website are available by contacting:

Alberta Infrastructure and Transportation
Strategic Policy Branch
3rd Floor, 4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: **(780) 427-7944**

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Canada Safety Council

The Canada Safety Council has information that helps senior drivers recognize age-related changes that may affect their driving. It also provides safety tips for older drivers. For more information, contact them at:

Canada Safety Council
1020 Thomas Spratt Place
Ottawa, ON K1G 5L5
Website: **www.safety-council.org**

Congratulatory Messages for Seniors

Message from the Queen

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada.*

Message from the Governor General of Canada

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

Ensure that your request is received at the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)
or
Office of the Secretary to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: **(613) 993-2913**
Fax: (613) 990-7636

continued next page...

Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a scroll or letter from the Prime Minister, ensure that your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: **(613) 941-6880**
Fax: (613) 941-6901

Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly after that. A scroll may be requested for a 25th, 50th, 55th, 60th and 65th wedding anniversary and for each year thereafter.

To request a scroll or letter from the Premier, ensure that your request is received at the Premier's office at least one month before the special birthday or anniversary. For more information, contact:

Your Member of the Legislative Assembly (MLA)
or
Office of the Premier of Alberta
Room 307, Legislature Building
10800 97 Avenue
Edmonton, AB T5K 2B7
Phone: **(780) 427-2251**
Fax: (780) 427-1349
E-mail: premier@gov.ab.ca
Website:
www.gov.ab.ca/premier/scrolls.cfm

Quick Reference List

Alberta Aids to Daily Living
Call 310-0000 to be connected toll-free
. . . . . (780) 427-0731

Alberta Blue Cross™
Toll-free 1-800-661-6995

Alberta Health Care Insurance Plan
Call 310-0000 to be connected toll-free
. . . . . (780) 427-1432

Alberta Monitoring for Health Program
Toll-free 1-800-267-7532

Alberta Registries (Vital Statistics)
Call 310-0000 to be connected toll-free
. . . . . (780) 427-7013

Alberta Seniors Benefit Program
Toll-free anywhere in Alberta
. 1-800-642-3853
Edmonton . . . . . (780) 427-7876

Assured Income for the Severely Handicapped (AISH)
Toll-free 1-866-644-5135

Canada Revenue Agency
Community Volunteer Income Tax Program
Toll-free 1-800-959-8281
TTY Only 1-800-665-0354

Consumer Information Centre
. 1-877-427-4088

Credit Counselling Services of Alberta
Toll-free 1-888-294-0076

Dental Assistance for Seniors Program
Toll-free anywhere in Alberta
. 1-800-642-3853
Edmonton . . . . . (780) 427-7876

Education Property Tax Assistance for Seniors
Toll-free anywhere in Alberta
. 1-800-642-3853
Edmonton . . . . . (780) 427-7876

Elder Abuse

Calgary Kerby Rotary Shelter (24 hr) . . . . . (403) 705-3250

Edmonton Seniors Abuse Help Line (24 hr) . . . . . (780) 454-8888

Edmonton Elder Abuse Intervention Team . . . . . (780) 477-2929

Edmonton Seniors Safe Housing . . . . . (780) 702-1520

Family and Community Support Services

For information, contact the Family and Community Support Services office listed in local telephone directories

Geriatric Assessment and Rehabilitation Programs

Contact your regional health authority. Please see page 79.

GST Credit

Toll-free 1-800-959-1953

Handicapped Parking Placard

Call 310-0000 to be connected toll-free . . . . . (780) 427-7013

Health Link Alberta

. 1-866-408-5465

Housing Programs

Alberta Government Programs
- Seniors Lodge Program
- Seniors Self-Contained Housing Program
- Home Adaptation Program

Seniors Information Line

Toll-free 1-800-642-3853

Edmonton. . . . . (780) 427-7876

Federal Government Programs
- Emergency Repair Program
- Home Adaptations for Seniors Independence
- Residential Rehabilitation Assistance Program

Toll-free 1-877-499-7245

Housing Registries

Calgary
- Kerby Centre. . . . . (403) 705-3230

Edmonton
- Native Seniors' Centre (780) 476-6595
- Society for the Retired and Semi-Retired (780) 423-5510

Income Security Programs Call Centre (Government of Canada)

Old Age Security
Guaranteed Income Supplement/Allowance
Canada Pension Plan

English 1-800-277-9914

French 1-800-277-9915

TTY Only 1-800-255-4786

Income Support Program for Non-Seniors
Alberta Works Income Support
Toll-free 1-866-644-5135
Edmonton . . . . . (780) 644-5135

Landlord and Tenant Advisory Board
Toll-free 1-877-427-4088

Office of the Public Guardian
Calgary . . . . . (403) 297-3364
Edmonton . . . . . (780) 427-0017
Grande Prairie . . . . . (780) 833-4319
Lac La Biche . . . . . (780) 623-5323
Lethbridge . . . . . (403) 381-5648
Medicine Hat . . . . . (403) 528-5245
Red Deer . . . . . (403) 340-5165
St. Paul . . . . . (780) 645-6434
Vegreville . . . . . (780) 632-5447

Office of the Public Trustee
Calgary . . . . . (403) 297-6541
Edmonton . . . . . (780) 427-2744

Protection for Persons in Care Act
. 1-888-357-9339

Provincial Parks
Toll-free 1-866-427-3582

Regional Health Authority Services
Long/Short Term Care
Meals-on-Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Chinook Regional Health Authority
Lethbridge . . . . . (403) 382-6009

Palliser Health Region
Medicine Hat . . . . (403) 528-5633

Calgary Health Region
Calgary . . . . . (403) 943-1111

David Thompson Regional Health Authority
Red Deer . . . . . (403) 341-8622

East Central Health
Camrose . . . . . (780) 608-8800

Capital Health
Edmonton . . . . . (780) 407-1000

Aspen Regional Health Authority
Westlock . . . . . (780) 349-8705

Peace Country Health
Grande Prairie . . . . (780) 538-5387

Northern Lights Health Region
Fort McMurray . . . (780) 791-6024

Seniors Advisory Council for Alberta
. . . . . (780) 422-2321

Service Alberta Call Centre
. 310-0000

Special Needs Assistance for Seniors Program
Toll-free anywhere in Alberta
. 1-800-642-3853
Edmonton . . . . . (780) 427-7876

Veteran's Affairs
Toll-free 1-866-522-2122

Notes

www.seniors.gov.ab.ca

Seniors Programs and Services Information Guide

Alberta Seniors and Community Supports
Box 3100
Edmonton, Alberta
T5J 4W3

NCN1071 (2005/08)

Alberta
Seniors and
Community Supports